DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Workforce Solutions
Bureau of Partner Services

TO: **Economic Support Supervisors**
        Economic Support Lead Workers
        Training Staff
        Child Care Coordinators
        W-2 Agencies

FROM: Amy Mendel-Clemens
        CARES Call Center
        Policy & Systems Communications Section

SUBJECT: **VOLUNTARY QUIT LETTER**

CROSS REFERENCE: *Food Stamp Handbook*, Appendix 01.09.01, 08.04.00, 08.04.01, 08.04.06, 08.04.08, and 08.05.02
CARES Guide Ch. 14.2.1.
Ops Memo 01-70
CFR 273.7(n)(1)(v) & (vi)
CARES Letter (NAVQ009901)

EFFECTIVE DATE: IMMEDIATELY

PURPOSE

This memo notifies workers that a new Food Stamp (FS) standard text letter is now available when a Voluntary Quit (VQT) sanction occurs.

BACKGROUND

Up until now, the notice generated when a VQT sanction occurs did not contain all the required information a recipient must be informed of as outlined in Chapter 7 Code of Federal Regulations 273.7(n)(1)(vi). The notification the customer received was a closure notice along with the following failure reason code:

    169 You have quit a job without good cause.

Now, a notice has been added to CARES with the required language to accurately inform an applicant/recipient when a VQT sanction occurs. It is accessed the same way as a standard text FSET sanction letter. This procedure is found in the CARES Guide, 14.2.1.

CURRENT POLICY

Current FS policy requires an individual be sanctioned from FS when they voluntarily quit a job without good cause. VQT sanction criteria are outlined in Appendix 08.04.00 – 08.06.03.01 of the Food Stamp Handbook.

CARES PROCEDURES

<u>AFLE</u>

This screen is used to enter VQT sanctions. There are 3 ways to access this screen:

1. An employment end date on AFEI will bring up the AFLE screen once you complete AFEI and hit enter.

2. On AFEQ, enter a "Y" in the second question listed on the screen.

3. Tran directly to AFLE.

AFLE collects the shortlist number of the individual being sanctioned, the employer name, hours per week and wages per week of the quit job. AFLE is used to record good cause reasons for ending sanctions already imposed. It also records the re-request for FS and the re-request date. These fields are required for recording the re-request information when the sanction is ending or has expired and the person is re-requesting FS.

<u>Entering VQT Information in CARES</u>

1. Enter the employment information on AFEI for the customer who quit the job, being sure to include the employment end date and the date of last paycheck information. Once AFEI is completed and you hit enter, AFLE will come up. AFLE will carry over the short list number and name of the individual that quit the job, the employer name, and the date employment lost from AFEI. Be sure to adjust both the income and the hours entered on AFEI. If the hours entered are 30 per week or greater or wages entered are greater than $154.50 per week, the person will be exempt on AIWP and a sanction WILL NOT be imposed.

2. If you tran directly to AFLE or access it by putting a "Y" on AFEQ, it will initially come up blank. No employment information will show by default. All fields must be completed by the worker.

3. The "Major Wage Earner" field is no longer accessible.

4. Enter a "Y" or "N" in the "Refused employment or training?" field. If you enter a "Y" in this field, you must enter a date.   (NOTE: These fields are no longer used for eligibility purposes. They remain on this screen for historical purposes only.)

5. Enter a "Y" for "Lost Employment?"

6. Complete the "Date Employment Lost" field with the date the employment was quit.

7. Enter the hours worked in the last week of the lost employment. If the hours worked in the last week are 20 or more, a VQT sanction will be imposed. If the hours are less than 20, a VQT sanction WILL NOT be imposed.

8. Enter the wages earned in the last week of employment. If the wages earned in the last week of employment were $103 or more, a sanction will be imposed. If the wages earned in the last week are less than $103, a VQT sanction WILL NOT be imposed.

9. Enter a "Y" or "N" in the "Good Cause" field. If the loss of employment meets one of the good cause criteria, enter a "Y". You must enter a verification code for the good cause as well as the reason for the good cause from Reference Table TEGC. CARES will not require the re-request information if good cause is entered. When good cause reasons are entered, the loss of employment information is recorded but no sanction will be imposed or the existing sanction will be terminated. When a sanction is already in place and you enter a good cause reason, the next time you run SFED, the customer will be added to the FS AG for the next possible payment month. Depending on whether this is an application or an ongoing case, there may be a supplemental allotment due.

10. Enter a "Y" for re-request whenever the customer re-requests inclusion in the FS group. When a "Y" is entered, the re-request date must also be entered. When SFED is run, CARES will determine if the customer can be added as a result of their re-request or not. If the customer's sanction must still be in effect for the month for which you are running eligibility, CARES will continue to exclude the individual. This is outlined in FS Handbook App. 01.09.01 and 08.06.01.01.

> **Example**: Barb and Tom applied for FS on February 12th. During the interview, it was discovered that Barb quit a full time job on January 31st. Since it hasn't been at least 60 days from the time she quit the job and applied for FS, she will be sanctioned from FS for 90 days from January 31st. Tom's FS begin February 12th(Barb's 90 day sanction ends on May 1st). On April 16th Barb re-requests FS. The ES worker enters a "Y" for re-requesting FS and enters April 16th as the re-request date on AFLE. SFED is run and Barb becomes eligible for May.

11. Run SFED and confirm benefits

Individual Closure Reason Code 169

This closure reason code is used when a customer is sanctioned from FS for VQT and becomes a gross deemer in the case. Closure reason code 169 will display on EEND for FS. The text says "You have quit a job without showing good cause". In a case with more than one individual, the sanctioned person will be treated as a gross deemer to the remaining eligible members. If all members of the FS group are ineligible, the AG will have a failure reason of 046.

After Entering the Sanction

If, after the VQT information has been entered on AFLE, CARES does not impose the VQT sanction on the first run of SFED/SFEX, the worker should confirm the benefit on AGEC and go to AIWP. If AIWP shows the registration code of "M" for the individual, the worker should

process AIWP (PF24) and then rerun SFED/SFEX to impose the sanction. If the registration code is "E", the worker should then look at the exemption reason code to determine if the exemption is valid. If the individual meets one of the exemption reasons, process AIWP. There would not be a sanction imposed.   If the exemption code is coming from incorrect information in CARES, make the appropriate changes in CARES and rerun SFED/SFEX to change the code on AIWP to "M". Table TWPR lists the exemption reason codes and descriptions.

Procedures for Issuing the VQT Sanction Letter

Workers must issue the VQT Sanction letter to notify a recipient when a VQT sanction occurs. The letter will be saved to CARES notice history. For further information on using standard letters see chapter 14.2.1 in the CARES guide.

To access the VQT letter enter "**CNSL"** into the Next Tran field and "c/case number" in the Parms field. The preformatted letter containing the recipient's name and address will display.

NOTE: Make sure the address is correct. There have been instances where the address brought forward was not the most current.

Enter the code "NAVQ009901" in the "LTR type/action/county/ver" field to get the VQT standard text letter. (See example below). You can also find the appropriate code for the VQT Sanction Letter by entering a "#" sign in the LTR type field. This will take you to table TNLL, Standard Notice/Letter list.

```
 CNSL                    CREATE STANDARD TEXT LETTER          04/18/02 08:34
  STATUS INDICATOR     : C            PRINTER ID: _____   XCTB28 J BRIKOWSKI
  CASE/RFA/WP PIN      : 6700263964     CAT :          SEQUENCE :
 LTR TYPE/ACTION/COUNTY/VER : NAVQ009901
 DESC                 : FS VOLUNTARY QUIT LETTER
 NAME                 : LEE_____  _   VING_____
 ADDRESS     : NUMBER    UNIT  DIR  ST/RURAL RT/BOX#     SUF   DIR  APT
               2223_____ ___   __    WOODVIEW CT_____  ____  __   16___
        LINE-2 : _____
         CITY : MADISON_____     STATE : WI    ZIP : 53713____
 FOOD STAMPS VOLUNTARY QUIT (VQT) LETTER                        NAVQ_____
 _____
 This is to notify    (name of sanctioned person)_____
  that you have quit a job in the last 60 days. You will be ineligible_____
 for a period of up to 3 months._____
 _____
 Your sanction may end if:_____
 _____
   1.) You become exempt from work registration requirements, or_____
   2.) You secure new employment which is comparable in salary or_____
       hours to the job which was quit, or_____
 PF13 PRINT & MENU  PF14 PRINT  PF15 NEXT ADDR  PF16 ADD TXT
 NEXT TRAN: ____      PARMS: C/6700263964//00/NAVQ/0099/01_____ MORE...
```

CARES will fill in the standard text and will highlight the areas that need to be entered by the worker. The worker adds the necessary information and then chooses one of the following options:

1. PF13 PRINT & MENU. Prints the letter and returns the worker to the Notice Subsystem Menu.

2. PF14 PRINT. Prints the letter.

3. PF15 NEXT ADDR. Requires the entry of a new case number in the Parms field. CARES will carry over the information from the first letter and create a second letter addressed to the new case.

4. PF16 ADD TXT. Allows the worker to add a block of free format text to the end of the letter.

NOTE: If a VQT is not reported timely, add text to the letter stating that "because the voluntary quit was not reported timely, a sanction will be imposed for the next possible payment month."

CONTACT

DWS CARES Information & Problem Resolution Center

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Telephone: (608) 261-6317 (Option #1)
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Note: Email contacts are preferred. Thank you.

DWD/DWS/ONSPI/JB